

ABSTRACT OF THE DISCLOSURE

The remote management is efficient for maintaining the condition of a plurality of devices. When the communication device in the remote device transmits the information on a detected abnormal condition to a management device, the management device stores and manages the abnormal condition information until the abnormal condition is processed at the management device location to resolve the corresponding problem. To solve the problem, an operator at the management device site often gets involved in the process. Unfortunately, the operator wastes his or her effort to solve the problem that has been already resolved by the user. One exemplary situation of the above described case is that the user resets certain reported problem in an image forming machine such as a copier by temporarily switching off the copier. The remote management takes care of the above self corrected situations by accurately keeping track of the reported problems base upon the abnormal condition report, the power activation report, the abnormal condition removal report and first and second predetermined amounts of time for specifying the receipt timing of some reports.